

Metro EasyRide Questions & Answers

Welcome to the Metro EasyRide transit program an initiative between the Metropolitan Government of Nashville & Davidson County (Metro) and the Nashville Metropolitan Transit Authority (MTA). Below is an easy-to-follow list of commonly asked questions.

Note: Effective July 1, 2009, the MTA will provide shuttle service between the Metro parking lots located at Woodland Street/1st Avenue North and LP Field, and serving Union & 2nd Avenue and the Music City Central transit mall. All shuttle riders will need an EasyRide card in order to ride this service. In addition, this card will also give drivers the option of using their card to ride the MTA to and from their workplace.

We hope you enjoy the cost-savings, convenience and relaxing option of using MTA's bus service to get to and from home and your workplace at Metro.

Q. How do I enroll in the Metro EasyRide program?

A. Go online to www.nashville.gov. Go to the "Employment" drop down screen. Click on "Human Resources Home." Click on "HR Coordinator Resources." Look for "EasyRide Application." Print an application and fill it out completely. Turn it into your HR Coordinator. They will submit it for processing. In approximately 30 days you will have your EasyRide card delivered to you by your HR Coordinator. Enrollment is limited to employees of Metropolitan Government and does not include employees of the School Board or Hospital Authority.

Q. How do I find out bus or parking shuttle schedule information?

A. Simply call the MTA Customer Care line at 862-5950 or go online to www.NashvilleMTA.org. Route and schedule information is found under the "Bus Services" drop-down menu.

For the Woodland Street Shuttle schedule and map, go online to www.nashville.gov. Go to the "Employment" drop down screen. Click on "Human Resources Home." Click on "HR Coordinator Resources." Look for "Woodland Street Shuttle Schedule." Shuttle service is a part of the regular MTA bus service. The four (4) MTA routes serving as the shuttle service are: 4-Shelby, 14-Whites Creek, 20-Scott, and 23-Dickerson Road.

Q. When can I use my card?

A. As a benefit to you as an employee of Metropolitan Government, your card is valid for use to and from your bus stop of origin and your worksite. Your card is valid as soon as you receive it on both MTA local and express routes and aboard AccessRide, if you qualify. Depending upon the location of your residence or your Metro office, you may need to transfer to a second route to complete your trip. That transfer is also covered under your EasyRide benefit. Please note that you are responsible to pay bus fare for any non-work trips aboard the MTA. A list of fares and discounted passes is available at www.NashvilleMTA.org or by contacting the MTA Customer Care line at 862-5950.

Q. How do I use my card?

A. Your EasyRide Card is a proximity card with a "smart chip" inside that identifies you. As you board the bus you simply tap your card on top of the "bull's eye" located on top of the farebox. You will hear

a beep that your card has been successfully read as valid. As the smart chip signal is strong, you may also tap your purse or billfold on top of the target and it will read your card as valid. Take caution that you don't tap your card more than once as it may read to the bus driver that your card as invalid.

Q. Can I use my pass to ride the Music City Star or the Relax & Ride commuter bus services?

A. Currently this program does not cover any transit services other than MTA fixed-routes within Davidson County. The Music City Star and Relax & Ride (R&R) routes are operated by the Regional Transportation Authority (RTA) and are not covered at this time.

Q. I live outside the county. Do I still qualify for the program?

A. Yes. However, you must access MTA services within the county. Park-and-ride lots are available along certain commuter routes. Go online to www.NashvilleMTA.org or call the MTA Customer Care line at 862-5950 for specific location information.

Q. I may need special assistance or my disability does not allow me to use MTA's fixed-route service. What are my options?

A. All MTA buses are ADA accessible and compliant. For those individuals whose disability prevents them for using fixed-route bus service, they may qualify for MTA's AccessRide service. To determine eligibility or for an application, call AccessRide at 880-3970, ext. 1104. Individuals who may or may not have a disability and would like to learn how to ride the bus or build confidence doing so may access MTA's Travel Training Office at 880-3970, ext. 1552.

Q. I would like to ride my bike to and from my bus stop. Can I bring my bike on board?

A. Yes. All MTA buses are equipped to accommodate two bicycles and are available on a first-come basis. Passengers are responsible for loading and unloading their bicycle from the holder located on the front of the bus. No additional charge is required.

Q. I looked at the MTA route schedule. The bus simply won't work for me. What are my options?

A. Unfortunately, some routes do not run at the times or near your place of residence or Metro office. If you are interested in exploring other options, including carpooling, vanpooling or riding the Music City Star commuter train, contact the Regional Transportation Authority (RTA) (www.rta-ride.org) at 862-8833. Transit staff can provide you information on this convenient, cost-saving option.

Q. Can other members of my family or co-workers use my EasyRide card?

A. No. The EasyRide benefit is provided free of charge exclusively for Metro Government employees, and each card is registered to an individual employee. Abuse of the program outside its intended use will result in confiscation of your EasyRide card.

Q. I vanpool to work. Will Metro pay for my vanpool fare?

A. Only the cost of MTA fixed route service or AccessRide (for qualified users) is covered at this time.

Q. I lost my card. What do I do?

A. Contact your HR Coordinator. You will be asked to fill out a replacement card form. The form is found on the “Human Resources Home Page” of www.nashville.gov website (see above). MTA issues one card per employee. Replacement cards are \$10. Payment may be made by check only and should be written to the order of “Metropolitan Government.” Please put “Replacement Card Fee” in the check notation section so that it is processed appropriately. Your HR Coordinator will forward your check and form via Metro mail to: Division of Accounts, Attn: Mr. Mike Wall.

Q. I got on board the bus and my card didn't work. What do I do?

A. Your card may have been read as invalid if you passed it on or near the farebox more than once. The bus driver is not able to determine your qualification as a valid rider and will request you to pay a cash fare to board the bus. Should you experience the same problem on your next trip, contact your HR Coordinator about having your card tested by the MTA. Testing can take up to a week. Unfortunately, you will be responsible for payment of your fare should you continue to ride the bus until your card is returned to you, and you will not be reimbursed for this expense. **Please note:** if you puncture, chip, crack, bend or mutilate your card it will not work and you will need to purchase a replacement card in order to ride again. Payment to ride MTA during the time you are awaiting your replacement card will be the responsibility of the individual and will not be reimbursed.

Q. I'm leaving Metro. What happens to my card?

A. Your EasyRide card is the property of the MTA. You will be required to surrender your card to your HR Coordinator upon your separation from Metro. Your card will be become blocked from future use.